

## II. SPECIFICATION AMENDMENTS

On page 1, line 1, please replace the Title "CUSTOMER SUPPORT NETWORK" with the following:

"SECURE REMOTE DIAGNOSTIC CUSTOMER SUPPORT NETWORK"

Please replace the paragraph beginning on page 8, line 24 through page 9, line 3 as rewritten below:

As shown in FIG. 1, the local or first network 70 is adapted to communicate to the intermediate or second network 72 over a communication interface or channel 76 78. In one embodiment the communication interface 76 78 comprises a network interface card. In alternate embodiments, the first and second networks 70, 72 can communicate via any suitable communication system, network or device. The second network 72 and remote network 76 are adapted to communicate with each other via a second communication interface 80. In one embodiment, the second communication interface or channel 80 comprises a second network interface card.

Please replace the paragraph beginning on page 9, line 4 through line 7 as rewritten below:

The intermediate network 72 is generally adapted to allow users 90, via the remote network 76, to access the tool, correct problems with the tool and alert concerned personnel based on the desires or needs of the tool 70 and tool owner.

Please replace the paragraph beginning on page 11, line 10 through line 33 as rewritten below:

The equipment diagnostic monitor system 120 oversees the tooling tests and controls the flow of data to and from the tool 102. While a test is being run by the tool software 105, the data from that particular test is generally not accessible to the equipment diagnostic monitor system 120. However, after a test is completed, the data can be accessed by the equipment diagnostic monitor system 120, which receives the data and analyzes it in the analysis submodule 130. The equipment diagnostic monitor system 120 then sends the data via an OCI ~~{PLEASE DEFINE TERM}~~ 146 to a database 145. During the analysis, if any irregularities with the tool 102 or any predetermined thresholds or other criteria are detected, an alert may be sent to a remote user via the remote network 150. This alert is sent by the alerts submodule 135 and may be in any suitable form, such as for example, a fax, page, email, or any other form of communication to appropriate personnel or locations. After the tool software 105 performs a test, the test data is sent to the equipment diagnostic monitor system 120, which, after analyzing the data, passes the test data into the database 145. The database 145 can comprise any suitable medium for the storage of data, such as for example, an Oracle™ or KLA™ database.